Unit 4520-309  System operation

Level: 3
Credit value: 12
UAN: A/500/7340

Unit aim
The aim of this unit is to teach the learner how to operate different types of IT systems. In order to do this the learner will need to understand the procedures that are applicable to different systems. The learner will be able to describe functionality and the operational activities of particular systems, as well as knowing how to maintain and implement procedures for different systems.

Learning outcomes
There are three learning outcomes to this unit. The learner will:
1. Know how to operate the system
2. Be able to operate systems
3. Be able to maintain and implement system operating procedures

Guided learning hours
Although patterns of delivery are likely to vary considerably, it is recommended that 100 hours should be allocated for this unit.

Endorsement of the unit by a sector or other appropriate body
This unit is endorsed by e-skills UK.

How is this unit assessed?
Assessment is by a learner portfolio.
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Assessment Criteria

**Outcome 1   Know how to operate the system**
The learner can:
1. Explain the operating procedures that are applicable to the system, such as:
   - required service levels (e.g. availability, quality)
   - routine maintenance
   - monitoring
   - data integrity (e.g. backups, anti-virus)
   - consumables use, storage & disposal
   - Health & Safety
   - escalation
   - information recording and reporting
   - obtaining work permissions
   - security & confidentiality
2. Describe system functionality during normal operation.
3. Describe the effects of operational activities on system functionality

**Outcome 2   Be able to operate systems**
The learner can:
1. Use and operate the system following appropriate procedures
2. Identify system faults and resolve or escalate system faults as appropriate
3. Gather and record specified operational information
4. Assess and minimise risks such as:
   - loss or corruption of data
   - loss of service
   - damage to equipment
   - effects on customer operations

**Outcome 3   Be able to maintain and implement system operating procedures**
The learner can:
1. Provide advice and guidance on system operation to immediate colleagues
2. Select the procedures to be followed
3. Schedule operational activities to minimise disruption to system functionality
4. Collate operational information